

THE NCSTM

The National Community SurveyTM

Englewood, CO

Trends Over Time
2020



POWERED BY POLCO

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About Trends Over Time

The National Community Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts and Culture
- Inclusivity and Engagement

This report discusses trends over time, comparing the 2020 ratings for the City of Englewood to its previous survey results in 2007, 2009, 2014 and 2018. Additional reports and technical appendices are available under separate cover.

Understanding the Tables

Trend data for Englewood represent important comparison data and should be examined for improvements or declines¹. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than seven percentage points between the 2018 and 2020 surveys, otherwise the comparisons between 2018 and 2020 are noted as being "similar." Additionally, the benchmark comparisons for the current survey results are presented for reference.

Overall, ratings in Englewood for 2020 generally remained stable. Of the 118 items for which comparisons were available, 82 items were rated similarly in 2018 and 2020, 29 items showed a decrease in ratings and seven showed an increase in ratings. Notable trends over time included the following:

- In the facet of Economy, the vibrancy of downtown/commercial area and overall quality of businesses and service establishments in Englewood was trending up from 2018. Conversely, residents' perception of their own personal economic futures was trending down in 2020, possibly highlighted by the COVID-19 pandemic.
- Within the facet of Education, Arts and Culture, K-12 education and the availability of affordable quality childcare/preschool was also trending up from 2018. Opportunities to attend special events and festivals was trending down in 2020.
- Within the facet of Mobility, several areas were trending down in 2020 including the overall quality of the transportation system in Englewood, bus or transit services, street repair, street cleaning, and snow removal.

¹ In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

Table 1: Quality of Life

Quality of Life Items Percent rating positively (e.g., excellent/good, very/somewhat likely)	2007	2009	2014	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall image or reputation of Englewood	52%	54%	47%	51%	53%	Similar	Lower
The overall quality of life in Englewood	75%	70%	76%	74%	76%	Similar	Similar
Englewood as a place to live	79%	81%	85%	81%	82%	Similar	Similar
Recommend living in Englewood to someone who asks	NA	84%	86%	86%	85%	Similar	Similar
Remain in Englewood for the next five years	NA	83%	79%	79%	76%	Similar	Similar

Table 2: Governance

Governance Items Percent rating positively (e.g., excellent/good)	2007	2009	2014	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall confidence in Englewood government	NA	NA	56%	47%	44%	Similar	Similar
The overall direction that Englewood is taking	58%	59%	60%	61%	56%	Similar	Similar
The value of services for the taxes paid to Englewood	57%	54%	55%	52%	53%	Similar	Similar
Generally acting in the best interest of the community	NA	NA	62%	48%	50%	Similar	Similar
Being honest	NA	NA	60%	46%	52%	Similar	Similar
Being open and transparent to the public	NA	NA	NA	NA	50%	NA	Similar
Informing residents about issues facing the community	NA	NA	NA	NA	50%	NA	Similar
The job Englewood government does at welcoming resident involvement	59%	53%	59%	49%	47%	Similar	Similar
Treating all residents fairly	NA	NA	61%	48%	53%	Similar	Similar
Treating residents with respect	NA	NA	NA	NA	59%	NA	Similar
Overall customer service by Englewood employees	69%	77%	68%	69%	67%	Similar	Similar
Public information services	59%	69%	69%	65%	64%	Similar	Similar
Quality of services provided by the City of Englewood	66%	73%	72%	74%	64%	Lower	Similar
Quality of services provided by the Federal Government	41%	41%	41%	38%	31%	Lower	Similar

Table 3: Economy

Economy Items Percent rating positively (e.g., excellent/good, very/somewhat positive)	2007	2009	2014	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall economic health of Englewood	NA	NA	47%	50%	52%	Similar	Similar
Economic development	41%	43%	58%	50%	51%	Similar	Similar
Overall quality of business and service establishments in Englewood	NA	64%	58%	59%	67%	Higher	Similar
Variety of business and service establishments in Englewood	NA	NA	NA	NA	55%	NA	Similar
Vibrancy of downtown/commercial area	NA	NA	47%	38%	52%	Higher	Similar
Shopping opportunities	45%	53%	58%	52%	46%	Similar	Similar
Englewood as a place to visit	NA	NA	53%	45%	50%	Similar	Lower
Englewood as a place to work	56%	56%	63%	56%	58%	Similar	Similar
Employment opportunities	29%	30%	30%	34%	35%	Similar	Similar
Cost of living in Englewood	NA	NA	53%	41%	42%	Similar	Similar
Economy will have positive impact on income	22%	11%	34%	34%	14%	Lower	Lower
NOT experiencing housing costs stress	NA	55%	66%	59%	49%	Lower	Lower

Table 4: Mobility

Mobility Items Percent rating positively (e.g., excellent/good, yes in the last 12 months)	2007	2009	2014	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall quality of the transportation system in Englewood	NA	NA	89%	87%	66%	Lower	Similar
Traffic flow on major streets	60%	56%	69%	59%	60%	Similar	Similar
Ease of travel by car in Englewood	63%	71%	81%	79%	80%	Similar	Similar
Ease of travel by public transportation in Englewood	76%	84%	74%	69%	68%	Similar	Higher
Ease of travel by bicycle in Englewood	55%	67%	67%	65%	65%	Similar	Similar
Ease of walking in Englewood	63%	73%	75%	76%	72%	Similar	Similar
Ease of public parking	NA	NA	69%	61%	62%	Similar	Similar
Bus or transit services	76%	76%	75%	77%	65%	Lower	Similar

The National Community Survey™ - Trends Over Time

Mobility Items Percent rating positively (e.g., excellent/good, yes in the last 12 months)	2007	2009	2014	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Traffic enforcement	57%	59%	68%	58%	55%	Similar	Similar
Traffic signal timing	46%	57%	59%	59%	51%	Lower	Similar
Street repair	31%	52%	50%	50%	35%	Lower	Similar
Street cleaning	49%	67%	64%	63%	54%	Lower	Similar
Street lighting	44%	59%	63%	56%	57%	Similar	Similar
Snow removal	22%	52%	62%	57%	48%	Lower	Lower
Sidewalk maintenance	40%	53%	55%	55%	47%	Lower	Similar
Used bus, rail, subway, or other public transportation instead of driving	NA	NA	66%	65%	50%	Lower	Much higher
Carpooled with other adults or children instead of driving alone	NA	NA	49%	46%	47%	Similar	Similar
Walked or biked instead of driving	NA	NA	71%	72%	71%	Similar	Higher

Prior to 2020, 'Overall quality of the transportation system' was 'Overall ease of getting to the places you usually have to visit'. Differences in ratings may be at least partially attributable to changes in question wording and should be interpreted cautiously.

Table 5: Community Design

Community Design Items Percent rating positively (e.g., excellent/good)	2007	2009	2014	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall design or layout of Englewood's residential and commercial areas	NA	NA	68%	60%	58%	Similar	Similar
Overall appearance of Englewood	45%	56%	62%	59%	52%	Lower	Lower
Your neighborhood as a place to live	75%	76%	80%	74%	73%	Similar	Similar
Overall quality of new development in Englewood	51%	57%	51%	50%	40%	Lower	Similar
Well-planned residential growth	NA	NA	NA	NA	40%	NA	Lower
Well-planned commercial growth	NA	NA	NA	NA	39%	NA	Similar
Well-designed neighborhoods	NA	NA	NA	NA	51%	NA	Lower
Preservation of the historical or cultural character of the community	NA	NA	NA	NA	43%	NA	Lower

The National Community Survey™ - Trends Over Time

Community Design Items Percent rating positively (e.g., excellent/good)	2007	2009	2014	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Public places where people want to spend time	NA	NA	57%	49%	49%	Similar	Lower
Variety of housing options	NA	58%	59%	48%	47%	Similar	Similar
Availability of affordable quality housing	49%	50%	49%	31%	26%	Similar	Similar
Land use, planning, and zoning	48%	45%	53%	44%	41%	Similar	Similar
Code enforcement	42%	40%	47%	39%	33%	Similar	Lower

Table 6: Utilities

Utilities Items Percent rating positively (e.g., excellent/good)	2007	2009	2014	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall quality of the utility infrastructure in Englewood	NA	NA	NA	NA	47%	NA	Lower
Affordable high-speed internet access	NA	NA	NA	NA	54%	NA	Similar
Power (electric and/or gas) utility	NA	NA	74%	NA	60%	Lower	Similar
Garbage collection	NA	71%	70%	68%	58%	Lower	Much lower
Drinking water	40%	40%	40%	35%	36%	Similar	Much lower
Sewer services	63%	70%	71%	65%	59%	Similar	Lower
Storm water management	57%	64%	66%	63%	50%	Lower	Similar
Utility billing	NA	NA	70%	58%	57%	Similar	Similar

Table 7: Safety

Safety Items Percent rating positively (e.g., excellent/good, very/somewhat safe)	2007	2009	2014	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall feeling of safety in Englewood	NA	NA	66%	62%	56%	Similar	Lower
Police/Sheriff services	74%	77%	76%	78%	60%	Lower	Lower
Crime prevention	56%	64%	63%	51%	50%	Similar	Lower
Animal control	60%	55%	56%	56%	59%	Similar	Similar
Ambulance or emergency medical services	87%	91%	83%	86%	79%	Similar	Similar
Fire services	92%	93%	90%	87%	77%	Lower	Similar

The National Community Survey™ - Trends Over Time

Safety Items Percent rating positively (e.g., excellent/good, very/somewhat safe)	2007	2009	2014	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Fire prevention and education	66%	73%	69%	64%	59%	Similar	Lower
Emergency preparedness	NA	59%	57%	50%	53%	Similar	Lower
In your neighborhood during the day	88%	93%	89%	90%	91%	Similar	Similar
In Englewood's downtown/commercial area during the day	87%	86%	83%	80%	85%	Similar	Similar
From property crime	44%	56%	NA	NA	59%	NA	Similar
From violent crime	56%	72%	NA	NA	70%	NA	Similar
From fire, flood, or other natural disaster	NA	NA	NA	NA	81%	NA	Similar

Table 8: Natural Environment

Natural Environment Items Percent rating positively (e.g., excellent/good)	2007	2009	2014	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall quality of natural environment in Englewood	NA	57%	70%	63%	54%	Lower	Lower
Cleanliness of Englewood	NA	57%	61%	60%	53%	Lower	Lower
Water resources	NA	NA	NA	NA	37%	NA	Much lower
Air quality	55%	53%	72%	61%	56%	Similar	Lower
Preservation of natural areas	NA	57%	66%	47%	50%	Similar	Similar
Englewood open space	NA	NA	67%	48%	49%	Similar	Similar
Recycling	NA	59%	56%	53%	43%	Lower	Much lower
Yard waste pick-up	NA	NA	NA	NA	44%	NA	Much lower

Table 9: Parks and Recreation

Parks and Recreation Items Percent rating positively (e.g., excellent/good)	2007	2009	2014	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall quality of parks and recreation opportunities	NA	NA	NA	NA	72%	NA	Lower
Availability of paths and walking trails	NA	54%	65%	59%	59%	Similar	Similar
City parks	77%	84%	80%	75%	67%	Lower	Similar
Recreational opportunities	65%	64%	64%	65%	60%	Similar	Similar

The National Community Survey™ - Trends Over Time

Parks and Recreation Items Percent rating positively (e.g., excellent/good)	2007	2009	2014	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Recreation programs or classes	82%	80%	79%	74%	68%	Similar	Similar
Recreation centers or facilities	81%	75%	78%	74%	70%	Similar	Similar
Fitness opportunities	NA	NA	68%	65%	65%	Similar	Similar

Table 10: Health and Wellness

Health and Wellness Items Percent rating positively (e.g., excellent/good, excellent/very good)	2007	2009	2014	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall health and wellness opportunities in Englewood	NA	NA	69%	66%	63%	Similar	Similar
Health services	NA	64%	77%	72%	70%	Similar	Similar
Availability of affordable quality health care	66%	54%	70%	67%	68%	Similar	Similar
Availability of preventive health services	NA	55%	67%	71%	67%	Similar	Similar
Availability of affordable quality mental health care	NA	NA	50%	52%	45%	Lower	Similar
Availability of affordable quality food	69%	62%	68%	64%	69%	Similar	Similar
In very good to excellent health	NA	NA	53%	65%	62%	Similar	Similar

Table 11: Education, Arts, and Culture

Education, Arts, and Culture Items Percent rating positively (e.g., excellent/good)	2007	2009	2014	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall opportunities for education, culture, and the arts	NA	NA	52%	45%	48%	Similar	Lower
Opportunities to attend cultural/arts/music activities	54%	51%	61%	52%	55%	Similar	Similar
Opportunities to attend special events and festivals	NA	NA	71%	57%	48%	Lower	Lower
Community support for the arts	NA	NA	NA	NA	61%	NA	Similar
Public library services	82%	84%	83%	79%	81%	Similar	Similar
Availability of affordable quality child care/preschool	43%	35%	45%	40%	50%	Higher	Similar
K-12 education	NA	56%	53%	44%	55%	Higher	Lower
Adult educational opportunities	NA	NA	44%	49%	50%	Similar	Similar

Table 12: Inclusivity and Engagement

Inclusivity and Engagement Items Percent rating positively (e.g., excellent/good)	2007	2009	2014	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Residents' connection and engagement with their community	NA	NA	NA	NA	42%	NA	Lower
Sense of community	56%	62%	45%	50%	53%	Similar	Similar
Sense of civic/community pride	NA	NA	NA	NA	48%	NA	Lower
Neighborliness of Englewood	NA	NA	54%	52%	61%	Higher	Similar
Englewood as a place to raise children	59%	64%	68%	56%	69%	Higher	Similar
Englewood as a place to retire	58%	66%	68%	56%	54%	Similar	Similar
Openness and acceptance of the community toward people of diverse backgrounds	62%	64%	62%	58%	50%	Lower	Similar
Making all residents feel welcome	NA	NA	NA	NA	64%	NA	Similar
Attracting people from diverse backgrounds	NA	NA	NA	NA	55%	NA	Similar
Valuing/respecting residents from diverse backgrounds	NA	NA	NA	NA	58%	NA	Similar
Taking care of vulnerable residents	NA	NA	NA	NA	45%	NA	Lower
Opportunities to participate in social events and activities	NA	53%	54%	45%	46%	Similar	Similar
Opportunities to volunteer	NA	65%	56%	59%	48%	Lower	Lower
Opportunities to participate in community matters	NA	57%	51%	58%	49%	Lower	Similar

Table 13: Participation

Participation Items Percent having done each in last 12 months, or having done each a few times a week or more	2007	2009	2014	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Contacted Englewood for help or information	52%	51%	40%	42%	47%	Similar	Similar
Contacted Englewood elected officials to express your opinion	NA	NA	13%	16%	20%	Similar	Similar
Attended a local public meeting	18%	19%	13%	20%	18%	Similar	Similar
Watched (online or on television) a local public meeting	NA	NA	NA	12%	20%	Higher	Similar
Volunteered your time to some group/activity in Englewood	24%	25%	21%	21%	18%	Similar	Much lower
Campaigned or advocated for an issue, cause or candidate	NA	NA	19%	24%	19%	Similar	Similar

The National Community Survey™ - Trends Over Time

Participation Items Percent having done each in last 12 months, or having done each a few times a week or more	2007	2009	2014	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Voted in your most recent local election	NA	NA	NA	NA	79%	NA	Similar
Access the internet from your home using a computer, laptop or tablet computer	NA	NA	NA	NA	88%	NA	Similar
Access the internet from your cell phone	NA	NA	NA	NA	88%	NA	Similar
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	NA	NA	NA	NA	76%	NA	Similar
Use or check email	NA	NA	NA	NA	91%	NA	Similar
Share your opinions online	NA	NA	NA	NA	35%	NA	Similar
Shop online	NA	NA	NA	NA	47%	NA	Similar

Table 14: Focus Areas

Focus Areas Percent rating each as "essential" or "very important"	2007	2009	2014	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall economic health of Englewood	NA	NA	87%	88%	88%	Similar	Similar
Overall quality of the transportation system in Englewood	NA	NA	66%	67%	71%	Similar	Similar
Overall design or layout of Englewood's residential and commercial areas	NA	NA	73%	71%	68%	Similar	Lower
Overall quality of the utility infrastructure in Englewood	NA	NA	NA	NA	89%	NA	Similar
Overall feeling of safety in Englewood	NA	NA	89%	89%	86%	Similar	Similar
Overall quality of natural environment in Englewood	NA	NA	82%	78%	77%	Similar	Similar
Overall quality of parks and recreation opportunities	NA	NA	NA	NA	76%	NA	Similar
Overall health and wellness opportunities in Englewood	NA	NA	72%	69%	74%	Similar	Similar
Overall opportunities for education, culture, and the arts	NA	NA	77%	69%	76%	Similar	Similar
Residents' connection and engagement with their community	NA	NA	75%	75%	65%	Lower	Lower

Prior to 2020, 'Overall quality of the transportation system' was 'Overall ease of getting to the places you usually have to visit'. Differences in ratings may be at least partially attributable to changes in question wording and should be interpreted cautiously.